

Frequently Asked Questions

Medication Reviews, Consent and Choice Aged Care

Who is Choice Aged Care?

Choice Aged Care is one of Australia's leading professional service providers to the aged care industry, offering a wide range of clinical, compliance, and training solutions tailored to residential aged care facilities. Our Credentialed Pharmacists work directly within aged care facilities to support safe medication practices and meet strengthened standards under Outcome 5.3 (Safe and quality use of medicines).

How did you get my details?

Choice Aged Care are contracted to work with nearly 700 Aged Care homes across Australia, and these facilities have provided your details to us so we can request consent for Medication Management Reviews.

What is a Medication Management Review (MMR)?

A planned health check that helps to ensure someone is taking the right medicines in the safest and most effective way. Refer to Page 12 of the Pharmaceutical Society of Australia's Guidelines for Comprehensive Medication Management Reviews for further information.

How often is a medication review conducted?

Medication Reviews are completed following a referral from the doctor. Typically, this occurs annually, however, if there is a significant change in the resident's health or circumstances, a review may be initiated sooner.

Who initiates the referral for a Medication Review?

Referrals are generally initiated by the resident's Doctor or a member of the care team when they identify a need for review.

Does the Doctor need to approve the referral?

Yes, the referral must be approved by the resident's Doctor before the Medication Review can proceed.

Who conducts the medication review?

A Credentialed Pharmacist conducts the review.

What happens after the review has been undertaken?

- The Credentialed Pharmacist prepares a detailed report which is sent to the resident's GP.
- The GP reviews the pharmacist's recommendations and determines whether medication adjustments, further tests /referrals are required; and communicates changes to the aged care staff and family
- Depending on findings, a follow-up review may be scheduled to ensure recommendations have been implemented, the resident is responding well, and no new issues have emerged.

Who will be asked to provide consent?

If the person who is receiving the medication review has capacity, they will be able to provide consent, otherwise the authorised representative / next of kin will be contacted, or the credentialed pharmacist will assess the need for a medication review.

Why should I consent to a Medication Review?

Section 5.3 of the Strength and Quality Standards outlines the following;

- The provider must encourage and support individuals, aged care workers and health professionals to use medicines in a way that maximises benefits and minimises the risks of harm.
- The provider must ensure that before administering medicine to an individual, the medicine has been prescribed for the individual and medicines are appropriately and safely administered, monitored and reviewed by health professionals, considering the clinical needs and informed decisions of the individual.
- The provider must ensure that medicines-related adverse events are monitored and reported and are used to inform safety and quality improvement.

Why do I need to provide consent?

The new Aged Care Act 2024, which comes into effect on 1 November 2025, places strong emphasis on individual rights, including consent and supported decision-making, it is mandatory to obtain consent from either the resident or their next of kin before proceeding with a Medication Review.

Section 18(1)(f) of the Aged Care Act 2024, states that individuals receiving aged care services must be given the opportunity to provide informed consent before certain practices are used.

Helpful links

[Your Guide to the Aged Care Act 2024: Aligning to changes](#)

[Aged Care Act 2024](#)

[Pharmaceutical Society of Australia](#)

[Aged Care Quality Standards](#)